CLAIMS

1.   A method of directing a contact between an end user and a contact center agent, without the need for operation of the contact center itself; said method comprising:

    (i)   recording a plurality of associations between addresses of contact center agents and an address of the contact center at a node in a communications network, the end user and contact center agent having access to that communications network;

    (ii)   prioritising said plurality of associations;

    (iii)   on the basis of the highest priority of said plurality of associations, directing a contact between an end user of the contact center and a contact center agent and, if this operation fails, making said direction on the basis of the next highest priority of said plurality of associations.

2.   A method as claimed in claim 1 wherein the direction of contacts between user and agent is otherwise contingent upon operation of the contact center.

3.   A method as claimed in claim 2 wherein the contingency is provided by arranging the contact center as either of a back to back user agent and a pass through proxy server.

4.   A method as claimed in claim 1 which further comprises forming a plurality of addresses for said contact center, each address associated with a skillset, and forming an association between each of those addresses and location details of said contact center.

5.   A method as claimed in claim 1 which further comprises recording at said node an association between an address of a contact center treatment system and location details of said contact center.

6.   A method as claimed in claim 4 wherein said contact center treatment system is selected from any of an interactive voice response (IVR)

system, a music on hold system and a recorded announcement system.

7.   A method as claimed in claim 1 wherein said node at which the plurality of associations are recorded is a registrar according to session initiation protocol (SIP).

8.   A method as claimed in claim 1 wherein said communications network is a data communications network selected from a session initiation protocol network, an H.323 network and a voice over internet protocol network.

9.   A communications network arranged to carry out the method of claim 1.

10.   A contact center arranged to form a plurality of associations between contact center agent endpoints and an address of the contact center itself; said contact center comprising:

(i)   an input arranged to receive registration requests from the contact center agent endpoints, each registration request comprising information about the location of a contact center agent endpoint;

(ii)   a processor arranged to modify the registration requests by adding information about the location of the contact center itself;

(iii)   an output arranged to forward the modified registration requests to a registration node in a communications network; and

(iv)   wherein said processor is further arranged to create additional registration requests and forward those to the registration node such that, for a given address of the contact center, a plurality of registration requests are made, each registration request being to create an association between an address of a contact center agent endpoint and that address of the contact center.

11.   A contact center as claimed in claim 10 wherein said processor is further arranged to prioritise those registration requests relating to a particular address of the contact center.

12.   A contact center as claimed in claim 10 wherein said processor is arranged to form a plurality of addresses for said contact center, each address associated with a skillset.

13.   A contact center as claimed in claim 10 which is either of a pass through proxy server and a back to back user agent with respect to the contact center agent endpoints.

14.   A method of forming a plurality of associations between contact center agent endpoints and an address of the contact center itself; said method comprising the steps of:

(ii)   receiving registration requests from the contact center agent endpoints, each registration request comprising information about the location of a contact center agent endpoint;

(iii)   modifying the registration requests by adding information about the location of the contact center itself;

(iv)   forwarding the modified registration requests to a registration node in a communications network;

(v)   creating additional registration requests and forwarding those to the registration node such that, for a given address of the contact center, a plurality of registration requests are made, each registration request being to create an association between an address of a contact center agent endpoint and that address of the contact center.

15.   A method as claimed in claim 14 which further comprises prioritising those registration requests relating to a particular address of the contact center.

16.   A method as claimed in claim 14 which comprises forming a plurality of addresses for said contact center, each address associated with a skillset.

17.   A computer program arranged to control a contact center in order to carry out the method of claim 14.

18. A communications network comprising a contact center as claimed in claim 10.

19. A contact center arranged to form a plurality of associations between contact center agent endpoints and an address of the contact center itself; said contact center comprising:

   (ii) means for receiving registration requests from the contact center agent endpoints, each registration request comprising information about the location of a contact center agent endpoint;

   (iii) means for modifying the registration requests by adding information about the location of the contact center itself;

   (iv) means for forwarding the modified registration requests to a registration node in a communications network; and

   (v) means for creating additional registration requests and forwarding those to the registration node such that, for a given address of the contact center, a plurality of registration requests are made, each registration request being to create an association between an address of a contact center agent endpoint and that address of the contact center.